

*“Unisys brings innovation that enables our digital evolution and supports our client loyalty strategy based on excellent customer experience. We rely on Unisys to continuously improve the experience for our clients and allow us to expand our business in a sustainable way.”*

**Natalia López, IT Manager, MetLife Colombia**

## Delivering Service Excellence via 360-Degree View

Success Story

### Business Challenge

Maintain and grow market share as one of Latin America's leading insurance companies.

### Business Outcomes

- Improved customer experience by having a unified digital view of all customer information on a reliable platform (reduced downtime by ~40%)
- Increased development of fresh solutions by ~30%
- Gained a scalable framework to grow with demand, resulting in improved support for new operational processes, strengthened internal management, and preparation for future solutions
- Elevated employee satisfaction
- Reduced application support costs

### Solution

Unisys Business Process Solutions, including consulting, application development and system integration services to implement an enterprise reference architecture for the existing customer platform and consolidate up to 15 applications, for a single pane-of-glass view.



Reduced downtime by  
**~40%**



Increased development  
of fresh solutions by  
**~30%**



For more information visit [www.unisys.com](http://www.unisys.com)

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